Var Group Service Portal
Registration and access guide for new portal users

1. New registration

To register for the **Var Group Service Portal**, open the portal using the dedicated link https://serviceportal.vargroup.com/ and select the "**Sign up**" button on the home page.

A screen will open where you must enter the information required to complete your registration. The fields include the "**registration code**", which is the code associated with your company. This code is provided by your organisation's IT contact in accordance with the applicable procedure.

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If an invalid registration code is entered, the system will display an error message.

After completing all the required fields and the **CAPTCHA** check, you can submit your registration request by selecting the "**Submit registration request**" button.

Once the request has been submitted, the system will notify the designated approver, who will review it and authorise access to the portal.

The approver will receive an automated email generated by the system and can complete the account enablement process by following the instructions in the notification.

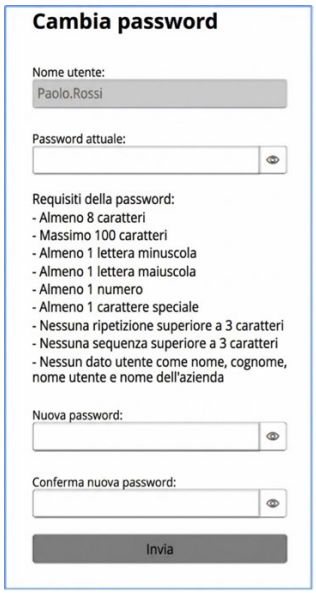
Once the request has been approved, you will receive an email containing the information required to access the portal.

2. First access to the portal and account activation

Open the portal using the link https://serviceportal.vargroup.com/. Once the home page is displayed, select the "**Log in**" button in the top-right corner.

Log in using the **temporary credentials** provided in the same email. When you log in for the first time, the system will require you to set a new personal password.

Follow the on-screen instructions and create a new password that meets the system's security requirements. The new password will be used for all subsequent sign-ins. We recommend that you keep it secure and do not share it with other users.



If the password entered does not meet the requirements, the system will highlight the items that need correcting in red, helping you complete the set-up correctly.

Once you have set a password that meets the requirements, the sign-in process will be complete and you can start using the portal to create and manage your tickets.



3. Customisation and language settings

The portal is set to **Italian** by default. If you would like to use another language, you can customise your profile settings by following the steps below.

To begin, click your user name in the top-right corner of the screen and select **Profile** from the menu displayed. In this section, you can view your personal details, manage your user preferences and change your password.



On the profile page, open the **user preferences** section. From here, you can select the language used to display the portal.

After selecting the desired language and confirming the change, the portal will update automatically and will be displayed in the newly selected language. In the example below, the selected language is English.

